



## Job Description

# Senior Communications and Regulation Officer

### Level 6

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<b>Position Number:</b>	00036123	<b>FTE:</b>	1.0
<b>Directorate:</b>	Director General	<b>Branch:</b>	Training Accreditation Council Secretariat
<b>Location:</b>	West Perth	<b>Position Status:</b>	Permanent
<b>Agreement/Award:</b>	<i>Public Service Award 1992</i> <i>Public Sector CSA Agreement 2024 or as replaced</i>		

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#### Reporting Relationships

*Reports to:*

Manager Risk and Information, Level 8

*Other officers reporting to the above office:*

Principal Consultant Risk and Information, Level 7

Data and Research Officer, Level 5

*This Office – officers under direct responsibility:*

No direct reports

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#### Key Role Statement

The Training Accreditation Council Secretariat provides administrative services to the Training Accreditation Council (TAC) which is an independent statutory body that assures the quality of training and assessment of Registered Training Organisations and accreditation of courses in the vocational education and training (VET) sector in Western Australia. The TAC operates within an agreed national regulatory framework and is responsible for ensuring compliance with relevant Standards.

The Senior Communications and Regulation Officer contributes to the functions of the Risk and Information team by undertaking research, data analysis and facilitating stakeholder engagement to inform the Council's Regulatory Strategy and education functions. This position develops communications and educational strategies to support RTO compliance with the Standards. The position also supports the Council's complaint processes including undertaking complex investigations.

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#### Key Responsibilities

- Initiates, develops and evaluates communication tools including publications, audio-visual materials and digital technologies to support TACs Regulatory Strategy and promote compliance.
  - Plans, coordinates and evaluates events and education workshops to support TAC's Regulatory Strategy and to increase stakeholder knowledge and understanding of the Standards for RTOs and compliance obligations.
  - Supports the Manager, Risk and Information in the development and delivery of strategies and initiatives associated with risk identification and management.
  - Undertakes research and analysis to monitor and identify areas of potential risk to inform the development of VET regulatory response strategies.
  - Participates in decisions and provides advice on VET regulatory matters, interpretation of legislation and quality standards, TAC and Departmental policy, procedures and projects.
  - Prepares reports, including but not limited to, environmental scans, evaluation reports and key publications.
  - Supports and implements TAC's complaints management policy, including responding to complex complaints in a timely and professional manner and uses outcomes of complaints to inform TAC's Regulatory Strategy.
  - Undertakes stakeholder engagement activities to identify risks to the quality of VET to inform TAC's Risk Framework.
  - Collaborates with State and Commonwealth agencies and other key stakeholders on developments related to VET policy and regulation.
  - Develops and maintains internal and external relationships, including partnering, consulting and negotiating with a broad range of stakeholders associated with the delivery of projects.
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- Develops, reviews and evaluates policies, procedures, templates and projects for the Directorate as required.
  - Prepares correspondence and briefing notes on issues and matters relevant to TAC and Department business as required.
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### **Expected Leadership Behaviours**

The role occupant is expected to consciously adopt the behaviours and mindsets aligned to the position's **Personal Leadership** context. The following outlines the key leadership behaviours in action pertinent to this position.

- **Lead collectively** – You acknowledge the relationship between your work and the value it contributes to your team; You complete your work to a high standard and ensure information is accurate; You recognise the shared purpose of the policies and procedures in the sector, and follow your team's policies and procedures.
  - **Think through complexity** – You use information and analysis to initiate problem resolution and seek guidance as necessary; You understand and respect the need for compliance to minimise risk in your team; You know where to find relevant information and use a common sense approach to research and analyse, and then make evidence based recommendations.
  - **Dynamically sense the environment** – You recognise changes that affect your ability to deliver your work; You adjust priorities and pace with guidance when necessary to ensure you contribute to delivering value for your team; You communicate clearly, presenting relevant technical and professional information without jargon; You adapt your communications style and language depending on your target audience, negotiating confidently and respectfully.
  - **Deliver on high leverage areas** – Under the supervision of your manager, you work to meet specified timelines and priorities, completing your work to a high standard; You respond openly to directed changes; You reschedule and reprioritise your work on a daily basis with guidance if necessary to reflect changes in your team environment.
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### **Selection Criteria**

#### **Essential**

- Demonstrated contemporary knowledge and experience of and ability to develop, implement and evaluate effective communication strategies and education programs.
- Demonstrated high-level conceptual and analytical skills with a demonstrated capacity to apply these to risk assessment systems, strategies and policies within the VET environment.
- Demonstrated ability to interpret, apply and comply with legislation and policy frameworks within a regulation or compliance activities environment and monitor and report on regulatory functions.
- Demonstrated ability to work at a senior level within a team and actively contribute to the development of quality systems and processes, including providing advice on issues of regulatory compliance.
- Demonstrated highly developed written, oral and interpersonal skills, including the ability to undertake research and complex investigations.

#### **Other Requirements**

- May be required to work from any Department worksite.
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### **Values**

Our values reflect the way we go about our work with our partners, stakeholders and each other.

- We find solutions, deliver and do things well.
  - We have integrity and courage.
  - We respect, trust and care for each other.
  - We know diversity makes us stronger
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**CERTIFICATION**

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

**Branch Director:**

**Name:** Lisa Barron                      **Position:** Director Training Regulation

**Delegated Authority:**

**Name:** Jodie Wallace                      **Position:** Director General

**HR USE ONLY**

**Date Registered on Content Manager:** 26/05/2026

**Content Manager Reference No:** TWD/F21/0014005